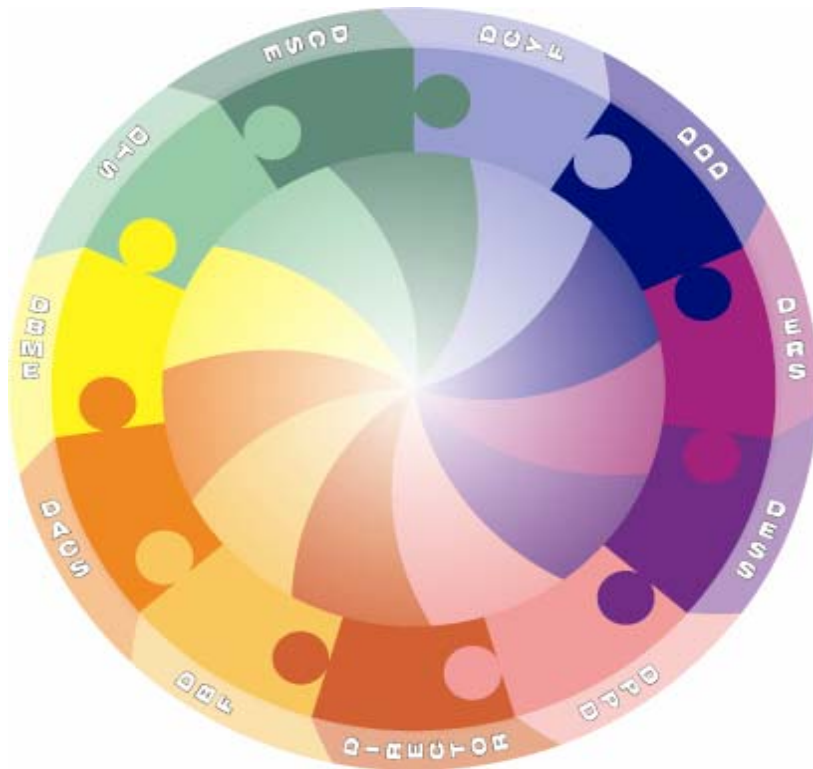


COURSE CATALOG

Courses Offered for DES Employees

Office of Organization and Management Development



Leadership for the 21st Century

This document available in alternative formats by contacting the Office of Organization and Management Development at (602) 442-3450

Equal Opportunity Employer/Program



TABLE OF CONTENTS

[ALPHABETICAL COURSE LISTING](#)

[MANDATORY COURSES FOR EMPLOYEES](#)

[MANDATORY COURSES FOR SUPERVISORS](#)

[COURSE DESCRIPTIONS](#)

[COURSE EQUIVALENTS CHART \(AKA “WHAT IS IT CALLED NOW?”\)](#)

[CONTACT INFORMATION](#)

**ALPHABETICAL COURSES LIST****Courses offered by AzGU are Shaded****Mandatory Employee Courses are shown in Maroon and Bold***Mandatory Supervisory Courses are in shown in Blue and Italicized**Mandatory classes for Both Employee and Supervisor are in shown Green, Bold and Italicized*

Non-Mandatory classes are shown in black and white.

Class	Course Code	Course Hours	Target Audience	Class Comments
1. AFIS			Any who use AFIS	
a) AFIS American Clearing House	FIN1050 1.0	4	Any who use AFIS	
b) AFIS Concepts	FIN1020 1.0	4	Any who use AFIS	
c) AFIS Data Query	FIN4020 1.0	4	Any who use AFIS	
d) AFIS Fixed Assets Entry	FIN3050 1.0	4	Any who use AFIS	
e) AFIS Fixed Assets Maintenance	FIN4030 1.0	4	Any who use AFIS	
f) AFIS Inquiry & Reports	FIN3040 1.0	4	Any who use AFIS	
g) AFIS Overview	FIN1010 1.0	4	Any who use AFIS	
h) AFIS Transaction Entry	FIN1030 1.0	4	Any who use AFIS	
i) AFIS Transfers	FIN3020 1.0	4	Any who use AFIS	
j) AFIS Travel	FIN1040 1.0	4	Any who use AFIS	
k) AFIS Vendor Setup	FIN4040 1.0	4	Any who use AFIS	
l) AFIS/HRMS Control D	FIN4000 1.0	4	Any who use AFIS	
2. Basic Data Security	DEE200 1.0	4	All Employees	Part of New Hire series
3. Basic Data Security Annual Refresher	DES Intranet	Varies	All Employees	Required Yearly. CBT
4. Communicating Assertively	DEE110 1.0	4	Non-supervisory employees	
5. Communicating in Style (NEW)	DEL106 1.0	4	Non-supervisory employees	



Class	Course Code	Course Hours	Target Audience	Class Comments
6. Computer Skills			Any Employee	Instructor-led, CBT & Lab available
a) Word 2002 Module 1	CSA2120 1.0	Varies	Any Employee	Instructor-led, CBT & Lab available
b) Word 2002 Module 2	CSA2121 1.0	Varies	Any Employee	Instructor-led, CBT & Lab available
c) Excel 2002 Module 1	CSA2130 1.0	Varies	Any Employee	Instructor-led, CBT & Lab available
d) Excel 2002 Module 2	CSA2131 1.0	Varies	Any Employee	Instructor-led, CBT & Lab available
e) Access 2002 Module 1	CSA2140 1.0	Varies	Any Employee	Instructor-led, CBT & Lab available
f) Access 2002 Module 2	CSA2141 1.0	Varies	Any Employee	Instructor-led, CBT & Lab available
g) PowerPoint 2002 Module 1	CSA2150 1.0	Varies	Any Employee	Instructor-led, CBT & Lab available
h) PowerPoint 2002 Module 2	CSA2151 1.0	Varies	Any Employee	Instructor-led, CBT & Lab available
i) Visio Module I	CSA2060 1.0	Varies	Any Employee	Instructor-led, CBT & Lab available
j) Ms Project 98 Module I	CSA2070 1.0	Varies	Any Employee	Instructor-led, CBT & Lab available
k) Introduction To XP Professional & Outlook 2002	CSA2100 1.0	Varies	Any Employee	Instructor-led, CBT & Lab available
l) Intermediate XP Professional And Outlook 2002	CSA2110 1.0	Varies	Any Employee	Instructor-led, CBT & Lab available
7. Conversational Spanish	DEE800 1.0	35	Any employee	3.5 hrs a week for 10 weeks
8. CPR	EMT1001 1.0	8	Any Employee	
9. Customer Service	COM1001 1.0	6	Non-supervisory employees	
10. Defusing Hostile People	DEE205 1.0	4	Non-supervisory employees	
11. DES ONE	DEE100 1.0	4	All Employees	Part of New Hire series
12. Diversity	LAW1005 1.0	4	All Employees	Part of New Hire Series. Different course for Supervisors see 28(c)
<i>13. Drug & Alcohol Abuse Awareness for Supervisors</i>	<i>DEM900 1.0</i>	<i>3</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series</i>
<i>14. Employment Law I (ADA/FMLA)</i>	<i>LAW1001 1.0</i>	<i>3</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series</i>



Class	Course Code	Course Hours	Target Audience	Class Comments
15. <i>Employment Law II (EEO)</i>	<i>LAW1002 1.0</i>	3	<i>All Supervisors</i>	<i>Part of New Supervisor Series</i>
16. <i>Fingerprint Clearance Card Training for Supervisors</i>	<i>DEM1000 1.0</i>	2.5	<i>Select Supervisors in DDD, DERS, DACS & DCYF</i>	<i>Part of New Supervisor Series</i>
17. ESTEEM for New Employees	DEE202 1.0	4	All Employees	Part of New Employee Series
18. <i>ESTEEM: Supervisor's Responsibility</i>	<i>DEM313 1.0</i>	8	<i>All Supervisors</i>	<i>Part of New Supervisor Series</i>
19. Ethical Issues in the Public Sector	PHI1001 1.0	4	All Employees	Part of New Hire Series. Instructor-led and online delivery available.
20. HIPAA	DEHIP001 1.0	Varies	All Employees	Online. You will receive an email notification from STARS when it is time to take the course.
21. Interactive Listening	DEC109 1.0	8	Non-supervisory employees	
22. New Employee Orientation	ADORI100 1.0	4	All Employees	Part of New Hire Series
23. Office Safety			Any Employee	
24. <i>Preventing Sexual Harassment</i>	<i>HRD1020 1.0</i>	4	<i>All Supervisors</i>	<i>Part of New Supervisor Series</i>
25. Project Management	PLN1010 1.0	3	Any employee	
26. <i>Selection Interviewing</i>	<i>DEM204 1.0</i>	8	<i>All Supervisors</i>	<i>Part of New Supervisor Series</i>
27. Stress Management	DEE111 1.0	6	Any employee	
28. <i>Supervisor Academy</i>				<p><i>Part of New Supervisor Series</i></p> <p><i>Elements of Supervision 28(a) is the required first course taken; b) through m) can be taken in any order; n) is the conclusion of the series.</i></p> <p><i>See Page 9 for more information regarding this and other mandatory supervisor courses.</i></p>



Class	Course Code	Course Hours	Target Audience	Class Comments
a) <i>Elements of Supervision</i>	<i>LDR1000 1.0</i>	<i>2</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Must begin with this course.</i>
b) <i>Coaching Employees</i>	<i>LDR1001 1.0</i>	<i>4</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Elements of Supervision is Prerequisite</i>
c) <i>Treating Others Respectfully</i>	<i>LDR1002 1.0</i>	<i>2</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Elements of Supervision is Prerequisite</i>
d) <i>Building Trust</i>	<i>LDR1003 1.0</i>	<i>1</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Elements of Supervision is Prerequisite</i>
e) <i>Recognizing & Motivating Others</i>	<i>LDR1004 1.0</i>	<i>3</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Elements of Supervision is Prerequisite</i>
f) <i>Empowering and Delegating</i>	<i>LDR1005 1.0</i>	<i>4</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Elements of Supervision is Prerequisite</i>
g) <i>Managing Employee Performance</i>	<i>LDR1005 1.0</i>	<i>4</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Elements of Supervision is Prerequisite</i>
h) <i>Counseling and Disciplining</i>	<i>LDR1007 1.0</i>	<i>2</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Elements of Supervision is Prerequisite</i>
i) <i>Listening and Communicating</i>	<i>COM2000 1.0</i>	<i>4</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Elements of Supervision is Prerequisite</i>
j) <i>Communicating Through Writing</i>	<i>COM3000 1.0</i>	<i>4</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Elements of Supervision is Prerequisite</i>



Class	Course Code	Course Hours	Target Audience	Class Comments
<i>k) Managing Time</i>	<i>PRD1020 2.0</i>	<i>4</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Elements of Supervision is Prerequisite</i>
<i>l) Leading by Example</i>	<i>LDR1008 1.0</i>	<i>3</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Elements of Supervision is Prerequisite</i>
<i>m) Providing Quality Customer Service</i>	<i>COM2011 1.0</i>	<i>3</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Elements of Supervision is Prerequisite</i>
<i>n) Supervisor Academy Practicum</i>		<i>2</i>	<i>All Supervisors</i>	<i>Part of New Supervisor Series Academy Conclusion</i>
29. Telephone Skills	DEE114 1.0	4	Any employee	
30. Time Management	DEE104 1.0	4	Non-supervisory employees	
31. Top Driver/Van Dynamics	DES115ss 1.0	4	Employees who drive State vans	
32. Workplace Violence Avoidance	DEE600 1.0	4	All Employees	Part of New Hire Series Taught by Risk Management
33. Writing Skills	Not available yet		Any employee	Expected to be available January '06

**MANDATORY COURSES FOR EMPLOYEES**

New employees have three months from date of hire to take Ethical Issues. Both the AzGU New Employee Orientation, DES-ONE course and DES Basic Data Security must be taken within the first six months from the employee's hire date. An annual refresher for Data Security is required for all DES employees

Courses offered by AzGU are Shaded

DES courses are shown in black and white

Class	Course Code	Course Hours	Target Audience	Class Comments
1. New Employee Orientation	ADORI100 1.0	4	All Employees	Part of New Hire Series
2. Ethical Issues in the Public Sector	PHI1001 1.0	4	All Employees	Part of New Hire Series. Instructor-led and online delivery available.
3. DES ONE	DEE100 1.0	4	All Employees	Part of New Hire series
4. Basic Data Security	DEE200 1.0	4	All Employees	Part of New Hire series
5. Diversity	LAW1005 1.0	4	All Employees	Part of New Hire Series. Supervisors are required to take a different Diversity course (see Mandatory Courses for Supervisors, below)
6. ESTEEM for New Employees	DEE202 1.0	4	All Employees	Part of New Hire Series
7. Workplace Violence Avoidance	DEE600 1.0	4	All Employees	Part of New Hire Series Taught by Risk Management
8. HIPAA	DEHIP001 1.0	Varies	All Employees	Online. You will receive an email notification from STARS when it is time to take the course.
9. Basic Data Security Annual Refresher	DES Intranet	Varies	All Employees	Required Yearly. CBT

**MANDATORY COURSES FOR SUPERVISORS****Courses offered by AzGU are Shaded**

DES Classes are shown in black and white.

Class	Course Code	Course Hours	Target Audience	Class Comments
1. New Employee Orientation	ADORI100 1.0	4	All Employees	Part of New Hire Series
2. Ethical Issues in the Public Sector	PHI1001 1.0	4	All Employees	Part of New Hire Series. Instructor-led and online delivery available.
3. DES ONE	DEE100 1.0	4	All Employees	Part of New Hire series
4. Basic Data Security	DEE200 1.0	4	All Employees	Part of New Hire series
5. ESTEEM for New Employees	DEE202 1.0	4	All Employees	Part of New Hire series
6. ESTEEM: Supervisor's Responsibility	DEM313 1.0	8	All Supervisors	Part of New Supervisor Series
7. Workplace Violence Avoidance	DEE600 1.0	4	All Employees	Part of New Hire Series Taught by Risk Management
8. Supervisor Academy				Part of New Supervisor Series Elements of Supervision 28(a) is the required first course taken; b) through m) can be taken in any order; n) is the conclusion of the series.
a) Elements of Supervision	LDR1000 1.0	2	All Supervisors	Part of New Supervisor Series Must begin with this course.
b) Coaching Employees	LDR1001 1.0	4	All Supervisors	Part of New Supervisor Series Elements of Supervision is Prerequisite
c) Treating Others Respectfully	LDR1002 1.0	2	All Supervisors	Part of New Supervisor Series Elements of Supervision is Prerequisite
d) Building Trust	LDR1003 1.0	1	All Supervisors	Part of New Supervisor Series Elements of Supervision is Prerequisite



Class	Course Code	Course Hours	Target Audience	Class Comments
e) Recognizing & Motivating Others	LDR1004 1.0	3	All Supervisors	Part of New Supervisor Series Elements of Supervision is Prerequisite
f) Empowering and Delegating	LDR1005 1.0	4	All Supervisors	Part of New Supervisor Series Elements of Supervision is Prerequisite
g) Managing Employee Performance	LDR1005 1.0	4	All Supervisors	Part of New Supervisor Series Elements of Supervision is Prerequisite
h) Counseling and Disciplining	LDR1007 1.0	2	All Supervisors	Part of New Supervisor Series Elements of Supervision is Prerequisite
i) Listening and Communicating	COM2000 1.0	4	All Supervisors	Part of New Supervisor Series Elements of Supervision is Prerequisite
j) Communicating Through Writing	COM3000 1.0	4	All Supervisors	Part of New Supervisor Series Elements of Supervision is Prerequisite
k) Managing Time	PRD1020 2.0	4	All Supervisors	Part of New Supervisor Series Elements of Supervision is Prerequisite
l) Leading by Example	LDR1008 1.0	3	All Supervisors	Part of New Supervisor Series Elements of Supervision is Prerequisite
m) Providing Quality Customer Service	COM2011 1.0	3	All Supervisors	Part of New Supervisor Series Elements of Supervision is Prerequisite
o) Supervisor Academy Practicum		2	All Supervisors	Part of New Supervisor Series Academy Conclusion
9. Employment Law I (ADA/FMLA)	LAW1001 1.0	3	All Supervisors	Part of New Supervisor Series



Class	Course Code	Course Hours	Target Audience	Class Comments
10. Employment Law II (EEO)	LAW1002 1.0	3	All Supervisors	Part of New Supervisor Series
11. Preventing Sexual Harassment	HRD1020 1.0	4	All Supervisors	Part of New Supervisor Series
12. Selection Interviewing	DEM204 1.0	8	All Supervisors	Part of New Supervisor Series
13. HIPAA	DEHIP001 1.0	Varies	All Employees	Online. You will receive an email notification from STARS when it is time to take the course.
14. Drug & Alcohol Abuse Awareness for Supervisors	DEM900 1.0	3	All Supervisors	Part of New Supervisor Series
15. Fingerprint Clearance Card Training for Supervisors	DEM1000 1.0	2.5	Select Supervisors in DDD, DERS, DACS & DCYF	Part of New Supervisor Series
16. Basic Data Security Annual Refresher	DES Intranet	Varies	All Employees	Required Yearly. CBT

Additional Information on Newer Courses

Drug & Alcohol Testing Policy Awareness Training for Supervisors:	<p>ALL CURRENT Supervisors must complete this class by 12/31/05</p> <p>New Supervisors hired after 12/31/05 must take within six months of hire date</p>
Fingerprint Clearance Card Training for Supervisors	Only required for certain supervisory positions and Divisional Personnel Liaisons within DACS, DDD, DERS and DCYF
Basic Data Security Annual Refresher	Required Yearly. CBT
New Supervisor Series, including the Supervisory Academy	<p>Grandfathered In: Supervisors who have already completed ALL OF their mandatory employee and supervisory classes are exempt from attending the classes that are part of the New Employee or New Supervisor Series.</p> <p>Grandfathered In Partially: Supervisors who have begun taking their mandatory classes as of 9/1/05 but have not yet finished, should continue with the plan for training they began with. In cases where a required class is no longer offered through OMD, supervisors should take course that is equivalent to the course (for example, if <i>Diversity for Managers</i> was a required course for you but you haven't taken yet, you would take the <i>Treating Others Respectfully</i> course offered by Arizona Government University.) See page 14 for Course Equivalencies. Questions? Contact Adele Cook, Training Manager in OMD, 602-442-3451</p> <p>New Supervisors: New Supervisors who have not yet begun their Supervisory Training as of 10/1/05 are required to complete the mandatory courses as listed below.</p>



COURSE DESCRIPTIONS

Course descriptions for OMD Courses are below. AzGU Course descriptions can be found by searching for the desired course through www.azgu.gov.

Class	Course Code	Course Hours	Target Audience
Drug & Alcohol Abuse Awareness for Supervisors	DEM900 1.0	3	This is a mandatory supervisor course intended to raise participant awareness regarding substance abuse and the negative impact to the work environment, and teach how to implement DES Drug/Alcohol Testing and the Drug Free Workplace policies and procedures.
Fingerprint Clearance Card Training for Supervisors	DEM1000 1.0	2.5	This is a mandatory supervisor course intended to The goal of this session is to ensure DES Supervisors and Managers are able to apply the DES Fingerprint Clearance Card policy to employees covered by the Policy..
ESTEEM for New Employees	DEE202 1.0	4	This course is an overview of the ESTEEM process and an introduction to the ESTEEM forms.
ESTEEM: Supervisor's Responsibility	DEM313 1.0	8	The ESTEEM system is a comprehensive communication-based approach that requires employees and supervisors to develop mutually agreed-upon roles and responsibilities to accomplish their mission. This course reviews when and how to use the ESTEEM system.
Interactive Listening	DEC109 1.0	8	Participants will learn effective interactive listening skills to improve communication and customer service.
Selection Interviewing	DEM204 1.0	8	Participants will learn to plan and conduct behavioral-based employment interviews and how to develop interview questions that elicit information about the applicant's skill level to ensure that the best candidates are chosen for available positions.
Telephone Skills	DEE114 1.0	4	This course will emphasize that effective and efficient telephone skills are critical to an organization's operation. Major skills needed to convey a professional and friendly telephone image will be explored.
Time Management	DEE104 1.0	4	Time management skills and techniques are critical to the effective and efficient performance of every employee. This course will emphasize the importance of using time productively.



Class	Course Code	Course Hours	Target Audience
Top Driver/Van Dynamics	DES115ss 1.0	4	This Is a defensive driving video-based course that incorporates some of the secrets of professional drivers. Required for employees with poor driving records as identified by Risk Management, those that transport clients, those that are "high risk" as defined by agency policy, and/or those that drive 8-passenger vans or high occupancy vehicles on-the-job. Behind-the-wheel certification is also required for 8-passenger van or high occupancy vehicle drivers.
Workplace Violence Avoidance	DEE600 1.0	4	This workshop covers office safety for employees. This course is required to get a DES ID badge.

**COURSE EQUIVALENTS CHART (AKA “WHAT IS IT CALLED NOW”)**

Some courses have been retired in favor of newly-designed, up to date courses. The chart below provides the equivalent replacement courses for the most commonly taught courses that have been retired.

If you have questions about courses or course equivalencies, please contact Adele Cook, Training Manager for OMD at acook@azdes.gov.

Courses offered by AzGU are Shaded

Retired Course Name	Replacement Course Name	Course Code	Class Comments
World-Class Customer Service Magic Moments	Customer Service	COM1001 1.0	
Diversity for Employees	Diversity	LAW1005 1.0	Part of New Hire Series. Different course for Supervisors. See Diversity for Managers below.
Personal Leadership Dynamics (DISC)	Elements of Supervision	LDR1000 1.0	
Personal Leadership Dynamics (DISC)	Coaching Employees	LDR1001 1.0	
Diversity for Managers Managing Diversity	Treating Others Respectfully	LDR1002 1.0	
Motivation and Recognition	Recognizing & Motivating Others	LDR1004 1.0	
Delegation	Empowering and Delegating	LDR1005 1.0	
Positive Discipline	Counseling and Disciplining	LDR1007 1.0	
Business Writing	Communicating Through Writing Writing Skills	COM3000 1.0	In Supervisor Academy Available Next Quarter



CONTACT US

For:	Contact
Calendar of Classes	www.azgu.go
Self-Registration	www.azgu.gov
Personalized Registration Assistance	602-771-AzGU (2948) or 602-442-3450 or Fax Registration Form (available on Intranet) to 602-233-
Special Training Requests	Adele Cook, Training Manager 602-442-3451
Questions regarding OMD's Schedule	Karen Hoffman, Training Schedule and Support Specialist 602-442-3480
Questions regarding AzGU's Schedule	602-771-AzGU (2948)
Questions regarding Curriculum Design	Elizabeth Hatounian, Curriculum and Standards Manager, 602-442-3452
Requests for coaching and consultation, facilitation of quality/process improvement, issue resolution and strategic planning activities, teambuilding and other non-training development activities	Tony Lazok, Organizational Development Manager, 602-442-3454
General assistance (Help!) as well as to reach OMD Training Support	602-442-3450
Concerns and problems that are not able to be resolved through one of the above contacts	Kristin Esty-Ibarra, OMD Administrator 602-442-3461